



Ministry of Health and  
Long-Term Care

Inspection Report under  
the Long-Term Care  
Homes Act, 2007

Ministère de la Santé et des  
Soins de longue durée

Rapport d'inspection  
prévus le Loi de 2007 les  
foyers de soins de longue

Health System Accountability and Performance  
Division  
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jun 26, 27, 28, 2012	2012_128138_0023	Complaint

**Licensee/Titulaire de permis**

NEW ORCHARD LODGE LIMITED  
3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2

**Long-Term Care Home/Foyer de soins de longue durée**

EXTENDICARE LAURIER MANOR  
1715 MONTREAL ROAD, GLOUCESTER, ON, K1J-6N4

**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

PAULA MACDONALD (138)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the home's Administrator, the Director of Care, a Registered Nurse, a housekeeping attendant, and a resident.

The inspection occurred on site on June 26 - 27, 2012.

During the course of the inspection, the inspector(s) toured several resident washrooms, reviewed a report of call bell wait times, and reviewed a resident health record.

O-001068-12

The following Inspection Protocols were used during this inspection:

Dignity, Choice and Privacy

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**



<p>Legend</p> <p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit  VPC – Plan de redressement volontaire  DR – Aiguillage au directeur  CO – Ordre de conformité  WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 87. Housekeeping**  
**Specifically failed to comply with the following subsections:**

- s. 87. (2) As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,**
- (a) cleaning of the home, including,**
    - (i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and**
    - (ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces;**
  - (b) cleaning and disinfection of the following in accordance with manufacturer's specifications and using, at a minimum, a low level disinfectant in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices:**
    - (i) resident care equipment, such as whirlpools, tubs, shower chairs and lift chairs,**
    - (ii) supplies and devices, including personal assistance services devices, assistive aids and positioning aids, and**
    - (iii) contact surfaces;**
  - (c) removal and safe disposal of dry and wet garbage; and**
  - (d) addressing incidents of lingering offensive odours. O. Reg. 79/10, s. 87 (2).**

**Findings/Faits saillants :**

1. The licensee has failed to comply with O.Reg 79/10, s. 87. (2) (d) in that the home has failed to address offensive and lingering odours in a resident's washroom.  
A resident expressed concerns over the smell of his/her washroom in room. Upon inspection on June 26 and 27, 2012, it was noted that each day there was a strong urine-like smell that was evident as soon as the washroom door was opened despite the washroom appearing to be clean and tidy.  
A housekeeping attendant confirmed that s/he cleans the residents' washrooms daily however despite daily cleaning the urine-like smell was still present.  
The Director of Care was brought to the resident's washroom on June 27, 2012 and she conferred that there was a strong urine-like smell in the washroom.

Issued on this 28th day of June, 2012



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Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

*Paula MacDonnell, RCI*